

# ***SANTA BARBARA METROPOLITAN TRANSIT DISTRICT***

## **JANITORIAL SERVICES**

### ***STATEMENT OF WORK***

#### **I. LOCATIONS**

The locations to be provided janitorial services under this Statement of Work (SOW) include three buildings at the two following addresses and include approximately 21,540 square feet broken down as indicated below:

Olive Terminal (2 buildings)  
550 Olive Street  
Santa Barbara, CA 93101

Transit Center (1 building)  
1020 Chapala Street  
Santa Barbara, CA 93101

A. Olive Terminal—The Olive Terminal is composed of the majority of the city block on the “eastside” of Santa Barbara defined by Olive, Cota, Salsipuedes, and Haley streets. Areas to be serviced include two separate buildings: one, the interior of the two-story Administration Building (14,000 sq. ft.) adjacent to Olive Street (plus the two garbage receptacles outside the building); and two, the specified office, lounge, and bathroom areas of the Maintenance Building (900 sq. ft.) located at the corner of Salsipuedes Street and Cota Street. Attached as Appendix A is an Olive Terminal site plan showing the general areas subject to this SOW.

B. Transit Center—The Transit Center (TC) is located in downtown Santa Barbara on Chapala Street across the street from Ralph’s supermarket. Areas to be serviced include the full interior (4,400 sq. ft.) as well as the exterior passenger waiting area (2,240 sq. ft.) defined by the sidewalk directly surrounding the building. Attached as Appendix B is a Transit Center site plan showing the general areas subject to this SOW.

#### **II. SCHEDULE**

Performance of the janitorial services described herein shall be performed during the period September 1, 2016 through September 2, 2019 with two one-year options for the periods September 3, 2019 through August 31, 2020 and September 1, 2020 through August 31, 2021. The janitorial services shall be performed according to the schedules specified in this section and in the attached Appendices C, D and E. All night services at the Olive Terminal shall be completed no later than midnight except on Sundays when services shall be completed no later than 11 PM. All night services at the Transit Center shall be completed no later than 10 PM.

A. Olive Terminal – Administration Building—Office areas and associated restrooms shall be serviced once each weekday—other than staff holidays—no sooner than 6 PM. Staff holidays are New Year’s Day, Martin Luther King Day, President’s Day, Memorial Day, the 4<sup>th</sup> of July, Labor Day, Thanksgiving Day, the day after Thanksgiving, Christmas Eve, and Christmas Day. Areas frequented by bus drivers (e.g. restrooms, lounge/kitchen, locker room) shall be serviced no sooner than 10 PM each day that bus service is provided (all but Thanksgiving and Christmas days). The driver restrooms—excluding the showers—shall be serviced **one additional** time each bus service day between 11 AM and 1 PM. The fare counting room adjacent to the drivers’ room may also require service, but special security considerations apply. This room shall not be serviced at night. Between 11 AM and 1 PM, the janitor shall knock on the door of the fare counting room to ask the Farebox Technician if service can be performed and, if authorized by the Technician, perform specified services. If there is no answer or the Technician does not authorize service, no service is required that day. Appendices F and G contain detailed floor plans of both floors of the Administration building with color coding of each room by schedule. Rooms that shall not be provided janitorial services are also identified. These include various closets and storage areas, the data server room, and an electrical room.

B. Olive Terminal – Maintenance Building—The three staff offices and unisex restroom in the Maintenance Building shall be serviced once each non-holiday weekday no sooner than 10 PM. Areas frequented by mechanics (e.g. restrooms, lounge/kitchen, locker room) shall be serviced no sooner than 10 PM each day that

bus service is provided (all but Thanksgiving and Christmas days). The shop restroom and locker area—excluding the shower—shall be serviced **one additional** time each bus service day between 11 AM and 1 PM. Appendix H contains a detailed floor plan of the Maintenance Building with color coding of each area by schedule. Areas that shall not be provided janitorial services are also identified. These include the shop floor, the parts room (with the exception of the area around the two desks in the parts room), and the electrical room.

C. Transit Center – Interior—The internal passenger waiting area and the Customer Service Representative (CSR) area shall be serviced no sooner than 7 PM each day that bus service is provided (all but Thanksgiving and Christmas days). The public restrooms and driver's unisex bathrooms shall be serviced **two additional** times each bus service day: between 9:30 AM and 10:30 AM and between 3:00 PM and 4:00 PM on weekdays; and between 10:00 AM and 11:00 AM and between 2:00 PM and 3:00 PM on weekends. Appendix I contains a detailed floor plan of the Transit Center building with color coding of each area by schedule.

D. Transit Center – Exterior—The external passenger waiting area composed of the raised sidewalk area surrounding the TC building shall be serviced no sooner than 8 PM each day that bus service is provided (all but Thanksgiving and Christmas days). Appendix B contains a Transit Center site plan that delineates that sidewalk area—which includes the garbage and recyclable receptacles thereon—subject to janitorial services.

### III. SERVICE TASKS

A. Task Listings & Schedules—The janitorial services provided under this SOW are detailed by task type, frequency and location in Appendices C, D and E respectively.

B. Extra Bathroom Service—*Section II: Schedule* above specified that certain bathrooms will be serviced more than once daily. During these extra daytime-hour cleanings, the bathrooms shall receive the full complement of daily services that are carried out during the normal nighttime service. Note that these service tasks are highlighted in yellow in the task listing in Appendix C.

C. Bathroom Graffiti Removal—All restrooms, particularly the public restrooms at the Transit Center, are subject to being marked up with graffiti on a daily basis. The janitorial services provided under this SOW shall include removal of such graffiti on an as needed basis immediately as it is discovered. If graffiti removal requires less than 15 minutes of total time during the three daily visits, it shall be included as part of the fixed-price monthly service. Graffiti removal time in excess of 15 minutes per day will be billable in 15 minute intervals. MTD estimates that 15 billable hours per month will be incurred by the Contractor. Note that MTD shall provide the graffiti removal cleanser, which will be stored in the TC and Olive Terminal janitorial closets.

D. Emergency Services—The janitorial services provided under this SOW shall include being on call for emergency services at both the Olive Terminal and the Transit Center between the hours of 6:00 AM and 7:00 PM on weekdays, 8:00 AM to 6:00 PM on Saturdays, and 9:00 AM to 6:00 PM on Sundays on each day that bus service is provided (all but Thanksgiving and Christmas days). Contractor shall respond to such calls within 30 minutes. MTD will pay a one-hour minimum with additional billable time in 15 minute intervals. The Contractor hourly rate shall incorporate all costs including supplies and travel time, which shall not be billed separately. MTD estimates that 5 billable hours per month will be incurred by the Contractor.

E. Garbage & Recyclables Disposal—MTD lines all garbage receptacles and non-office recyclable receptacles and provides a recyclable receptacle adjacent to most refuse cans (excluding restrooms). Contractor shall be responsible for emptying receptacles and disposing of such garbage/recyclables as stipulated in the following:

- Receptacles include all those in the areas subject to janitorial services as described in *Section I: Locations* and Appendices C, D and E. Note that this includes all exterior receptacles at the Transit Center and the two exterior garbage receptacles at the front and rear entrances of the Administration Building (including the ash tray on top of the front entrance receptacle). This also includes two receptacles on the front patio

of the Administration Building and the cigarette receptacle in the designated smoking area in the Maintenance yard.

- Garbage shall be emptied from receptacles and disposed of whenever an area receives janitorial services. Recyclables shall be emptied from receptacles and disposed of on an as needed basis except in kitchens/lounges, where they shall be disposed of whenever the room receives janitorial services.
- Liners shall be replaced whenever garbage or recyclables are disposed of in exterior, kitchen/lounge or bathroom receptacles where they shall be replaced as needed and every Friday in all other receptacles.
- Dark, opaque plastic liners shall be used for garbage receptacles; clear liners shall be used for applicable recyclable receptacles. Similar characteristics shall be used for any bulk garbage/recyclable bags.

All Olive Terminal garbage and recyclables shall be disposed of in the appropriate dumpster adjacent to the Fuel Island, as indicated in Appendix A: Olive Terminal Site Plan.

Each night, all Transit Center garbage and recyclables shall be placed inside the Transit Center door facing Chapala Street. Such refuse shall be in securely tied bulk or liner bags with the tied end facing up to prevent fluid leakage. Any leaking bags shall be double-wrapped to eliminate such leaks.

F. Air Fresheners & Batteries—Wall-mounted air freshener devices are maintained in all restrooms. Contractor shall monitor such devices such that the batteries or aerosol cans are replaced as necessary. The unisex driver's restroom at the Transit Center contains a hands-free paper towel dispenser that requires battery replacement, which the Contractor shall also monitor and replace as necessary.

#### IV. SERVICE STANDARDS & SAFETY

A. Definitions—Definitions are provided for a few terms used in this SOW in order to provide further clarification to applicable service standards:

Dust: To clean a surface free of all dust, dust streaks, lint, cobwebs, and non-adhered dirt. Dust shall be removed rather than stirred up or scattered. It shall be accomplished using microfiber, electrostatic or functionally similar dust cloths or mitts. Feather dusters shall not be used. Dusters with extendable poles made specifically for wall and ceiling dusting shall be used for such surfaces.

Dust-Mop: To clean a floor free of all debris, dust, dust streaks, lint, cobwebs, and non-adhered dirt. Once centralized in piles, debris shall be removed rather than stirred up or scattered. It is accomplished with a cotton or cotton-blend looped industrial dust-mop.

Damp-Mop: To clean a floor so that, when dried, it is free from streaks, smears, dirt residue, shoe marks, standing water and odors. It shall always be preceded by sweeping, vacuuming or dust-mopping the floor, and shall be accomplished with a cotton or cotton-blend looped industrial rag mop.

Disinfect: To clean using a product that contains antimicrobial agents that kill microorganisms. Disinfectant shall be non-caustic or harmful to the floors or fixtures that it is used upon.

Vacuuming: Most flat surfaces shall be vacuumed with a commercial upright vacuum. Corners and baseboards may be vacuumed with a portable type vacuum or attachment.

Deep Clean: To clean grout by hand-scrubbing with a brush and a cleaning agent that does not damage the grout yet removes dirt.

B. Cleaning Standards & Requirements—The performance of all cleaning and servicing shall be carried out in a professional manner in accordance with accepted industry standards. The following list shows standards or tasks that MTD places an emphasis on or requires, regardless of whether considered a typical industry standard.

- Cleaning/disinfecting toilets and urinals shall always include the exterior portion of the fixture with an emphasis on the toilet seat and the top, front and sides of the toilet bowl down to the ground.
- Water/disinfectant solution used for mopping floors shall be changed when “dirty” such that the definition of a damp-mopped floor in the preceding section cannot be met.

- Separate dust mops and mops shall be used for bathrooms. Such implements shall be clearly identified as to its use. Any implement used in the bathroom shall not be used on a non-bathroom floor until or unless laundered or similarly cleaned.
- Once used in a bathroom, a water/disinfectant damp-mopping solution shall never be used for a non-bathroom floor.
- No janitorial services shall be carried out on desktops including electronic or powered office machines including telephones, personal computers, monitors, keyboards, mice, printers, switches, scanners, copiers, fax machines, calculators, projectors, televisions, DVD/CD players, or similar devices.
- An exception to the above is that telephone handsets shall be cleaned and disinfected as stipulated on the task listings in the appendices to this SOW.

C. Safety Standards & Requirements—The performance of all cleaning and servicing under this SOW shall be carried out in a safe and legal manner in accordance with all applicable federal, state and local laws and regulations. The following bulleted items represent MTD safety requirements or tasks that MTD places an emphasis on and requires. It does not and is not meant to represent a full and exhaustive listing of safety standards and requirements applicable to the services being carried out under this SOW.

- “Wet Floor” caution signs, with appropriate symbol and written in both English and Spanish, shall be placed on the floor in any area being damp-mopped until the floor is dried. The two public restrooms at the Transit Center shall be closed to public use during the two cleanings during business hours. All other damp-mopped areas shall remain accessible to MTD personnel during such cleanings at all times.
- All cleaning products shall be used as directed by manufacturer. Concentrated products shall be diluted to the specified ratio; required protective apparatus (e.g., gloves) shall be worn; setting or soaking periods shall be adhered to; and rinsing shall occur if directed.
- A current comprehensive list and three complete hardcopy sets of Material Safety Data Sheets (MSDS) for all appropriate janitorial products shall be provided to a designated MTD employee for inclusion in its applicable MSDS libraries. Applicable MSDS shall be provided to MTD and a receipt of approval from MTD shall be obtained by the Contractor prior to use of each chemical.

D. Work Accountability. The Contractor will be provided with accountability check-off sheets (punch list) which are provided at Appendix J and which individual janitorial personnel will use to indicate work performed on a daily basis. The completed check-off sheets will be certified by a supervisor of the contractor’s employees and submitted weekly to a designated MTD employee. The punch list will remain on the counter top of the reception desk after daily use and a new list will be put into service each week on a day to be specified by MTD. Other instructions regarding use of the punch list and reporting requirements are indicated in Appendix J.

## V. JANITORIAL EQUIPMENT & SUPPLIES

A. Contractor-Provided Equipment & Supplies—All janitorial equipment and supplies necessary to carry out this SOW, except those listed in B below, shall be provided by the Contractor. Equipment and supplies shall be maintained in good working condition; cleaned when appropriate; and repaired or replaced when no longer able to effectively carry out its function.

B. MTD-Provided Supplies—MTD shall provide or make available to the Contractor the following items:

Graffiti Remover	Paper Towel Dispenser Batteries
Air Freshener Batteries	Garbage/Recyclable Receptacles (not liners)

C. Equipment & Supplies Storage—MTD shall provide one janitorial closet in the Administration Building and one at the Transit Center (identified on the applicable floor plans in the Appendices). Each closet shall contain shelving and floor space for equipment and supplies; and a janitor’s floor sink with a hot and cold water faucet.

## VI. CONSUMABLE SUPPLIES

A. Types—The Contractor shall provide and restock per the task listings in the Appendices the following consumable supplies for bathrooms, kitchens/lounges and garbage/recyclable receptacles:

- Toilet Paper
- Toilet Seat Covers
- Air Freshener Aerosol
- Paper Towels
- Hand Soap
- Receptacle Liners

B. Consumable Ordering—MTD shall provide the Contractor with a listing of consumable supplies by vendor, brand name and product line, which the Contractor shall order, stock and resupply as necessary. It is the intent of MTD to use a single vendor through a governmental contract or schedule for all such supplies in order to secure more favorable pricing. In such case, it will likely be necessary for MTD, as the governmental agency, to directly issue purchase orders to and pay the vendor. Regardless, the Contractor shall retain responsibility for managing the consumable supplies inventory which, if necessary, shall include providing MTD with timely ordering information for purchase orders. For these services, on a monthly basis the Contractor shall be paid a fee that shall be calculated as a fixed percent of the total cost excluding tax and freight, of all applicable consumable supplies invoiced in the prior month, whether ordered or paid directly by MTD or the Contractor. Any consumable supplies invoices paid directly by the Contractor on behalf of MTD shall be reimbursed by MTD to the Contractor at the invoice amount paid by the Contractor.

C. Consumable Storage—As allowed by relevant laws and regulations, consumable supplies may be stored in the janitorial closets identified above in *Paragraph V(C): Equipment & Supplies Storage*. Additional storage for consumable supplies shall be provided in the storage room on the first floor of the Administration Building adjacent to Driver's Lounge (see Appendix F). Such supplies storage shall be strictly limited to the MTD-specified area of this room, as it is primarily used to store non-janitorial supplies. The Contractor shall be responsible for any additionally required off-site storage space needs.

D. Hand Soap—Restrooms at the Transit Center have wall-mounted hand soap dispensers that the Contractor shall refill from bulk product. At this time all wall-recessed dispensers at the Olive Terminal have been discontinued, although this is subject to change. Currently, all bathrooms use bulk wall-mounted soap dispensers.

E. Air Freshener—All restrooms contain one or two battery-operated wall-mounted air freshener dispensers utilizing a 6 ounce aerosol can. Batteries, provided by MTD, shall also be replaced by Contractor as necessary.

F. Receptacle Liners—Liners shall be of the appropriate size and type for the receptacle. Dark, opaque liners shall be used for garbage receptacles; clear liners shall be used for applicable recyclable receptacles. Similar characteristics shall be used for any bulk garbage/recyclable bags. Note that most offices contain blue wastebasket-style recyclable containers that are not and do not need to be lined.

G. Paper Towels—To avoid outages in kitchen areas which experience high usage of paper towels, additional stock will be placed in each kitchen.

## VII. CONTRACTOR EMPLOYEE REQUIREMENTS

A. Primary Contact—Contractor shall designate a person that will be the primary single point of contact for all janitorial service-related issues. MTD shall be provided with a telephone number for reaching the primary contact in the event of an emergency. When the primary contact is unavailable for planned absences, MTD shall be provided the name and means to contact the backup single point of contact. The Contractor shall respond within 20 minutes of a call being made by MTD to the designated person, whether direct contact is made or a message is left.

B. Hiring Standards—Given that Contractor employees will have unmonitored access to and be performing unmonitored services in MTD facilities, the Contractor is expected to implement comprehensive hiring and

screening standards. At a minimum, Contractor shall impose the following hiring standards for any Contractor employee provided access to MTD property or performing any services under this SOW on MTD property:

- Legal right to work in the United States
- Ability to speak, understand, read and write English
- Adequate work and personal references for ability and character
- Negative screening for illegal drugs including marijuana metabolites, cocaine metabolites, opiate metabolites, phencyclidine, and amphetamines
- No convictions of unsuitable offenses (e.g., grand theft, burglary, etc.) determined by criminal background check for all felony and misdemeanor convictions

C. Dress & Identification—At all times while on MTD property, Contractor employees shall adhere to the following uniform and attire standards:

- Wear either a company uniform or shirt and photo ID badge that identifies them as employees of the Contractor
- Be appropriately and safely dressed (e.g., no sandals, “tank tops,” or shirt graphics in bad taste)
- Be groomed and follow hygiene practices that adhere to common local standards
- Must wear MTD-provided reflective vest at all times in the bus yard (outdoor area within MTD fences)

D. Code of Conduct—Contractor employees shall conduct themselves in a professional and ethical manner at all times when providing services on MTD property. Certain conduct, including the following, is considered unacceptable and will result in forbidding such employee from carrying out further services on MTD property:

- Theft or unauthorized removal of money or property from MTD, its employees, passengers or anyone else on MTD property.
- Embezzlement, bribery and other similar forms of dishonesty.
- Possession of any dangerous, unauthorized materials, such as explosives, firearms or other similar items on MTD property.
- Gross negligence, gross carelessness, or willful acts, which result in damage to MTD employees, its passengers, or MTD property or equipment.
- Violation of safety or health rules, or engaging in conduct that creates a safety or health hazard.
- Knowingly harboring or refusing treatment of a disease or other physical condition that endangers MTD employees, passengers, or anyone else on MTD property.
- Obscene, abusive, intimidating, disruptive, derogatory, or threatening language or behavior with MTD employees, customers, passengers or anyone else on or adjacent to MTD property.

Following are additional examples of behavior that may result in prohibiting a Contractor employee from carrying out services on MTD property:

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|---|---|
| • Smoking in prohibited areas*            | • Striking anyone with a hand, fist or object |
| • Sleeping on the job                     | • Interfering with an MTD employee's work     |
| • Unauthorized use of MTD telephones      | • Unauthorized use/misuse of MTD equipment    |
| • Failure to display common courtesy      | • Release of confidential MTD information     |
| • Fighting, either verbally or physically | • Harassment toward another individual        |

\* At Olive Terminal, smoking is only allowed in the designated area adjacent to the bus wash (see Appendix A). Smoking is not allowed anywhere on the Transit Center property.

Other offenses not on these lists may be perceived as serious even if they are of a lesser nature. If warnings have previously been issued, these multiple lesser offenses may result in prohibition from MTD property. MTD retains the right to prohibit a Contractor employee from performing work on MTD property for other reasonable causes. This section is not meant to provide an exhaustive list of unacceptable conduct. Contractor employees

are expected to comply with applicable laws, use common sense, and adhere to the precepts of common decency at all times.

E. Accessibility & Security—Contractor and its employees shall keep in mind and, to the extent applicable, follow practices that ensure the security and safety of MTD facilities, equipment and personnel. To this end, the following accessibility and security standards and practices shall be implemented:

- Keys—Contractor primary contact shall be issued two copies of all keys necessary to gain access to areas, rooms, closets, cabinets or fixtures required to perform this SOW. It is expected that one set will be issued to the lead Contractor employee assigned to the MTD facilities. Given that this will likely be two separate lead janitors because there are two MTD sites subject to this SOW, this may in some instances necessitate the issuance of more than two copies of some keys. The primary contact or other appropriate Contractor employee or location shall have the second set of keys, which shall be available for supervisory oversight, emergencies, or for issuance to Contractor employees covering for lead janitor absences. The following standards and restrictions apply to MTD keys:
  - Contractor shall not make copies of any MTD keys unless specifically authorized by MTD. Under most circumstances, necessary key additions or replacements shall be provided by MTD.
  - Lost, misplaced, or stolen keys shall be reported to MTD. Exterior door key losses shall be reported immediately; for other keys, MTD shall be informed no later than the following business day.
  - Keys shall at all times be kept secure and not available to persons other than those they are issued to.
  - Contractor is expected to have in place a detailed recordkeeping system for tracking and issuing keys.
  - Contractor shall incur all expenses associated with rekeying MTD facilities in the event of key losses.
- Key Codes—The Driver's unisex restrooms at the Transit Center may only be accessed by key code. The key code will be provided to the primary contact, who will issue it to Contractor employees as necessary. Two doors on the first floor of the Administration Building may also be unlocked using a manually entered key code. However, because keys open such doors, the code will not be issued to the Contractor.
- Alarms—MTD will discuss security alarm issues with and provide necessary security alarm access codes to the Contractor prior to implementation of janitorial services provided under this SOW.
- Other Issues—The Contractor and relevant employees shall follow or be aware of the following:
  - Unless informed otherwise by MTD or it is during regular business hours, all doors shall be closed and locked after completing janitorial services. Doors, including those to offices and the key-coded first floor lobby door of the Administration Building, shall not be propped open at any time. For security purposes Contractor employees must lock down each space as they leave it. Contractor employees shall verify that exterior doors, including the upstairs balcony doors in the conference room of the Administration Building, are closed and locked. Doors that shall not be locked generally include bathrooms and lounges/kitchens. MTD shall provide more specific direction upon implementation of the contract.
  - Contractor employees shall not provide access or entry to any locked building or room to anyone, including MTD employees, other than Contractor employees performing janitorial services.
  - In the event of an emergency, Contractor employees may use MTD telephones for calling 9-1-1. In nearly all instances, it will be necessary to dial a nine (9) prior to entering 9-1-1.

## VIII. CONTRACT OPTIONS

Near the end of the initial contract term and near the end of the first option period (if it has been exercised), MTD will conduct an analysis to determine if it is in its best interest to exercise the first or second option as applicable. During this process, the Contractor may be asked to provide information to assist MTD and, if so, will provide it. Exercise of an option will be solely at the discretion of MTD. It is anticipated the Contractor will be notified of MTD's decision at least 30 calendar days prior to expiration of the then current contract period.

**IX. ANTICIPATED CLOSURE OF THE TRANSIT CENTER BUILDING**

MTD will be contracting out renovation of the interior of the Transit Center. It is anticipated work may begin as early as spring 2017 and may take about six months. During the renovation period, the Contractor will not be able to perform specified janitorial services in the Transit Center. However, bus operations will continue in the immediate vicinity and some janitorial services will be required. Although those services are not fully known at this time, MTD plans to negotiate with the Contractor a fee adjustment to reflect the expected reduction in service. The Contractor's cooperation in this process will be required.

**End of Statement of Work Text (Also See Appendices A-I Attached)**